

AT&T WorldNet® Service Setup 2.5 Windows 3.1 and Windows for Workgroups 3.11 version

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This document contains information that may be helpful to you while installing and using AT&T WorldNet Service.

Invalid credit card expiration date error

When entering the expiration date of your credit card, the month must be in 2 digit (00) format. For example, if your card expires in the month of April, enter 04 instead of 4.

AT&T WorldNet does not automatically disconnect

AT&T WorldNet Software does not automatically disconnect from AT&T WorldNet Service when you close your Internet browser. To disconnect from AT&T WorldNet Service, in the Windows taskbar click on the AT&T WorldNet button. When the AT&T WorldNet Service window is displayed, click on the Disconnect button.

Auto-dial does not operate when Microsoft Internet Explorer Browser or Outlook Express are started first

Perform the following steps to ensure that you are connected to AT&T WorldNet Service.

- 1** Start AT&T WorldNet Connection Manager by going to the Program Manager, opening the AT&T WorldNet Software program group, and double-clicking on the Connect to AT&T WorldNet Service icon.
- 2** In the Connection Manager window click on the Connect button.

Connecting to AT&T WorldNet Service when starting other communications programs

Occasionally, running other communications programs causes the AT&T WorldNet Connection Manager to connect to AT&T WorldNet Service. This may happen when using AT&T WorldNet Service by modem and an e-mail program by Local Area Network (LAN).

To prevent this from happening, perform the following:

- 1** Start AT&T WorldNet Connection Manager by going to the Program Manager, opening the AT&T WorldNet Software program group, and double-clicking on the Connect to AT&T WorldNet Service icon.
- 2** Click on the Options button to remove the check mark and disable the option "Automatically connect when your Internet application is started." Click on the OK button.

Note: Once this option is disabled, you will have to manually start AT&T WorldNet Software every time you

want to connect to AT&T WorldNet Service. To manually start AT&T WorldNet Software, double-click on the Connect to AT&T WorldNet Service icon in the AT&T WorldNet Software program group. Then, click on the Connect button.

Modem issues

The following sections describe known problems with certain types of modems.

Modems with a Rockwell chipset

Modems with a Rockwell chipset may be identified as a Rockwell modem instead of by the modem manufacturer's name. If the modem operates correctly with this setting, you can leave it as is, or you can select the manufacturer's name from the modem list. As long as the modem is operating correctly, it does not matter which method is used.

If the modem sounds as if it is trying to connect and does not, it may be sharing an I/O port or an IRQ setting with an unused port. If you know how to check for this and correct it, you can move the port or the modem to another IRQ or disable it. If you do not understand how to do this, contact the computer manufacturer or modem manufacturer and ask for instructions on how to change these hardware settings.

Motorola Lifestyle PCMCIA (Laptop)

The Motorola Lifestyle 14.4 PCMCIA modem is detected as a Standard modem. The modem operates at this setting and also connects at an "unknown" connect speed due to the fact it is not designed to report connect speed. This does not hinder modem operation.

IBM Mwave modem

When Setup tests the IBM Mwave modem, an error message is displayed indicating no dial tone could be found. The current version of this modem does not detect dial tones. To continue installation, click on the Continue button, the installation process is resumed. This error does not affect your ability to access AT&T WorldNet Service.

Hayes 14.4 modems

The Hayes 14.4 modem may be detected as a Standard 14400 modem. This setting allows the modem to pass the modem test and operate acceptably, but the indicated connect speed may be inaccurate. If necessary, manually select the Hayes 14,400 modem from the modem list.

V.90 and 56K Modems

Some V.90 and 56K modems may be detected as a standard 56K modem and may not work as well. If a modem installation disk was provided perform the following steps to install and configure the modem.

- 1** In the first window of "Step 1 Set Up Modem," click on the option "Select your modem from a list" then click on the Next button.
- 2** In the second window of "Step 1 Set Up Modem," click on the Have Disk button and follow the instructions for installing the modem.

Problems with Microsoft Internet Explorer Browser 4.01 and Netscape Communicator 4.04

You may experience conditions such as General Protection Faults, screen freezes, system locking-up, etc. when using either Internet Explorer Browser 4.01 or Netscape Communicator 4.04. Rebooting your system clears the system's memory and returns system stability. If these conditions continue, it may be the result of these browsers exercising the limits of the Windows 3.xx Operating System. System operation may improve by removing these browsers and returning to an earlier version (e.g. Internet Explorer Browser 3.02 or Netscape Communicator 3.0).

Using F-PROT to check AT&T WorldNet Setup files

If you use the virus checking software F-PROT with the "Paranoid" setting on, you may receive an indication that some of the AT&T WorldNet Setup files have the "Uneven" virus. ***These Files Are Not Infected.*** This is a known problem. AT&T WorldNet Service, along with the manufacturers of the F-PROT product,

recommend that you not use the "Paranoid" setting to scan files. (This setting is intended for technical debugging and not for general public usage.)

Upgrading your AT&T WorldNet Software then uninstalling a previous version

When you uninstall a previous version of AT&T WorldNet Setup software, you may be prompted to contact Member Services to cancel your registration. If you have successfully installed a newer version, ignore the message.

If you used AT&T WorldNet Service with Netscape 1.22

The uninstall program that came with AT&T WorldNet version 1.0 with Netscape 1.22 may cause all versions of AT&T WorldNet Software installed on your computer since version 1.0 to be deleted. We recommend that you do not run the uninstall program that came with AT&T WorldNet Service version 1.0 with Netscape 1.22.

Obtaining Technical Support

Several sources are available to help correct any error condition that may be encountered when using AT&T WorldNet Service. For help with AT&T WorldNet Setup, refer to this Read Me file and to AT&T Help located in the AT&T WorldNet Service Software group.

If you can access the Internet, you can click on Help on the AT&T WorldNet Service home page to access information on your AT&T WorldNet Service account. In addition, the Help menu item on your Internet browser contains topics about using the browser and general Internet information.

If you are unable to find the answer to your question and still need help, contact AT&T WorldNet Customer Care at 1-800-400-1447.

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